



**US Army Corps
of Engineers®**

W.P. Franklin Visitor Center
1660 South Franklin Lock Road
Alva, FL 33920
(941) 694 – 2582 Tele
(941) 694 – 2204 FAX

W.P. Franklin Visitor Center Host

Volunteer Description

W.P. Franklin Visitor Center Host

INTRODUCTION

The U.S. Army Corps of Engineers (USACE), Jacksonville District, South Florida Operations Office (SFOO), would like to welcome you to the Corps Volunteer Program. As a volunteer, you will be performing the duties/responsibilities (listed below) of a Visitor Center Host at the W.P. Franklin Visitor Center under the guidance of the Volunteer Coordinator Robert Schnell, Park Ranger. The SFOO greatly appreciates your volunteer efforts in greeting and providing information to our visitors. Thank you for choosing to volunteer with the Corps of Engineers. Any questions, comments, and/or concerns should be directed towards the Volunteer Coordinator at (941) 694 - 2582.

QUALIFICATIONS

Anyone may apply to volunteer as a Visitor Center Host with the SFOO by completing a SFOO Volunteer Application. The Visitor Center Host position however, requires tact, courtesy and the ability to work with the general public. The position is established so that the SFOO may better serve the public within Corps recreation areas.

DUTIES/RESPONSIBILITIES

Greet visitors and answer the telephone at the front desk within the visitor center. Please answer the telephone in the following manner: W.P. Franklin Visitor Center, Volunteer (your name), how may I help you? Record all telephone messages on Memorandum of Call Forms (SF 63) and delivery to individuals as soon as possible.

Be familiar with USACE rules and regulations (EP 1165-2-316), W.P. Franklin North Campground, W.P. Franklin South Day Use Area, Ortona North Day Use Area, Ortona South Campground, and the National Recreation Reservation Service (NRRS).

Provide visitors with information concerning the Corps Recreation Areas. Answer information requests to the best of your knowledge. When in doubt refer the visitor to the ranger staff.

Monitor restrooms for cleanliness and report any deficiencies to the ranger staff.

Report safety hazards and/or maintenance concerns to the ranger staff. Examples: report a stopped up commode, lack of supplies, broken night light, water leaks, missing or damaged signs.

Report any compliance problems, vandalism, speeding, and similar disturbances to the ranger staff or local law enforcement officer.

Assist in emergency situations such as electrical black outs, weather alerts, life threatening emergencies, etc.

Report all personal injury accidents and/or incidents to the volunteer coordinator or ranger staff.

DUTIES/RESPONSIBILITIES (continued)

Wear the Volunteer Shirt and/or Volunteer Hat when dealing with the public to identify yourself as a USACE Representative.

A little common sense goes a long way, so treat others as you would like to be treated.

Minor Maintenance: litter pick-up, debris removal, general repair of recreation equipment, sweep, and maintain front walkways to the visitor center free of hazards and debris.

Volunteer campsites will be maintained in a neat and respectable manner.

All recreation areas will be evacuated during a hurricane. All volunteer items should be mobile and ready to move in case of a hurricane.

Volunteer hours need to be recorded on the Volunteer Service Record (ENG Form 4882-R) and submitted to the Volunteer Coordinator by the end of each month.

All incidental expenses should be recorded on the Claim for Reimbursement for Expenditures on Official Business Form (SF 1164) and submitted to the Volunteer Coordinator for authorization by the end of each month with your Volunteer Service Record.

The Volunteer Coordinator may request additional duties to be performed contrary to the above listed duties/responsibilities at any time, for example: general maintenance items, limited physical labor, assisting within the campground, rangers, lock tenders, etc.

All government equipment/property shall be used for official government business only! Government equipment/property should never be used for personal gain.

Familiarization with Golden Age/Access Passports, Annual Passes, Pavilion Reservations, and Day Use Fees.

Upon visitor request sell Golden Age Passports, Annual Passes, and Pavilion Reservations. Training will be provided in collecting government funds.

Monitor brochure rack for adequate amounts of brochures and tidiness. Restock brochure rack when necessary and report low amounts of brochures and/or supplies to the Volunteer Coordinator.

Assist with the Water Safety Program.

Please do not engage in any physical or verbal confrontations with the public.

RULES/REGULATIONS

All regulations contained within Title 36 will be enforced by the ranger staff. State and local laws will be enforced by the local law enforcement agencies.

Campground Fees

Ortona South Campground	
October 01 – 30 April	\$16.00/night with water/electric hook-ups
May 01 – 30 September	\$8.00/night with water/electric hook-ups
W.P. Franklin North Campground	\$16.00/night with water/electric hook-ups
St. Lucie Campground	\$16.00/night with water/electric hook-ups
Indian Prairie Campground	No Charge
Group Camping Reservation Fee \$35.00	

Day Use Fees

Swim Fee	\$1.00 per person
	\$3.00 maximum per vehicle
	Children 12 and under swim free
Boat Launch	\$2.00 per vehicle
Annual Pass	\$25.00
	\$5.00 duplicate pass is available
Golden Age Passports	Individual must be 62 years or older
Golden Access Passports	No charge with proof of disability
Golden Passports provide 50% discount of recreation fees to the cardholder	
Pavilion Reservations	\$35.00 per pavilion

SUPERVISORY CONTROLS

There is no doubt that you will encounter rangers on a daily basis. These rangers may answer general questions that you may have concerning the recreation areas, rules and regulations, and the general area. Specific questions, comments, and/or concerns about the duties/responsibilities to be performed or the volunteer program should be directed to the Volunteer Coordinator. The volunteer program is overseen by the Supervisory Park Ranger.

WORKING CONDITIONS

Visitor Center Hosts will be required to volunteer 20 – 30 hours per week. Optimum goal is to have the visitor center open 7 days a week based on two couples. Volunteers will volunteer 3 ½ days per week from 9:00 A.M. to 3:00 P.M. for a total of 21 hours per week. The Corps of Engineers will provide a campsite with water, electric hook-ups, and access to a dump station at no charge to the volunteer. Volunteers will furnish their own transportation and camping equipment. The volunteer campsite will be identified as volunteer for the benefit of the public. All members of a Volunteer's immediate family are welcome to accompany him or her while volunteering. A Visitor Center Host Volunteer may volunteer from one month to one year.

EMERGENCY INFORMATION

For all life-threatening emergencies please dial 9 – 1 – 1 to contact the local law enforcement agency, fire department, and ambulance.

After contacting 9 – 1 – 1, please contact the ranger staff concerning the accident/incident.

The following information should only be used in an emergency and should not be provided to visitors.

Schedules: Rob	Sun - Mon	OFF	Office Phone Number (941) 694-2582
	Tues – Fri	7:00 A.M. – 3:30 P.M.	
	Sat	8:00 A.M. – 4:30 P.M.	

U.S. Army Corps of Engineers, Jacksonville District

W.P. Franklin Visitor Center	South Florida Operations Office
1660 South Franklin Lock Road	525 Ridgelawn Road
Alva, FL 33920	Clewiston, FL 33440
(941) 694 – 2582 Tele	(863) 983 – 8101 Tele
(941) 694 – 2204 Fax	(863) 983 – 8579 Fax

Ortona Campground	(863) 675 - 8400
Ortona Lock	(863) 675 - 0616
St. Lucie Campground	(561) 287 - 1382
St. Lucie Visitor Center	(561) 219 - 4575
St. Lucie Lock	(561) 287 - 2665
W.P. Franklin Campground	(941) 694 - 8770
W.P. Franklin Lock	(941) 694 - 5451

Florida Fish and Wildlife

Conservation Commission	1-800-342-5367
Florida Highway Patrol	1-800-701-3212, * FHP
Poison Information Center	1-800-282-3171
U.S. Coast Guard	1-800-368-5647
Hazardous Material Spills	1-800-424-8802
Sheriff – Lee County	(941) 477 - 1200